

FY 03 Annual Report



**The Human Resources Service Center, Northwest Team
Silverdale, Washington**

Dennis Veloni, Director

Julie Herling, Deputy Director

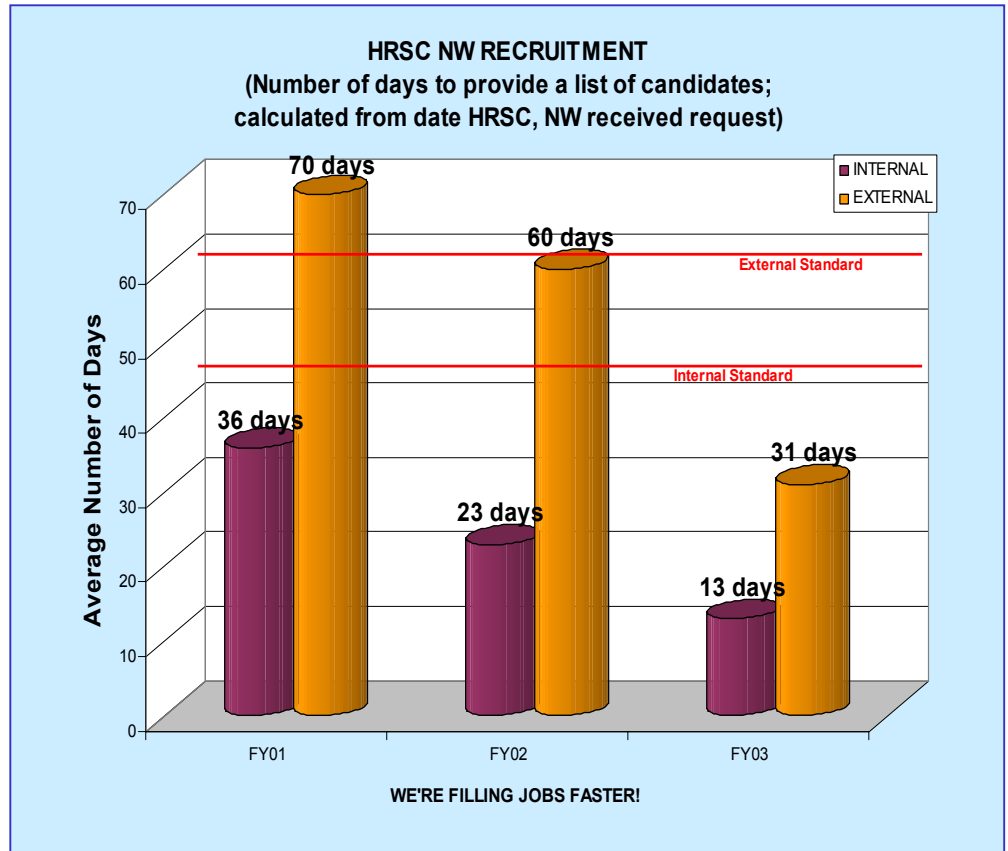
Together, the HRSC, NW staff and our customers provided Human Resources support services to over 33,000 diverse customers with duty stations world-wide, and met or exceeded DoN established performance standards.

Human Resources Service Center, Northwest (HRSC, NW)

FY 03 ANNUAL REPORT

Notable FY 03 Statistics

- 167,451 Total FY 03 personnel actions processed including:
 - 4,454 Recruit/Fill Jobs
 - 36,597 Awards
 - 4,518 Realignments
 - 5,355 Promotions
 - 495 Jobs Classified
- 20% Reduction in time to provide a list of candidates to selecting officials (67% reduction since the beginning of FY 01)
- 55% Reduction in time to classify jobs
- 11,000 Position descriptions now established in an accessible electronic library
- 60% Reduction in tuition costs for HRSC, NW sponsored classes & 106% increase in registrations since FY 99
- 74% Alternative Dispute Resolution (ADR) event success (average resolution rate at Capital & NW Activities)



Significant Accomplishments

- Reduction of end-to-end recruitment processing time (amount of time from HRSC, NW's receipt of request to fill a position to the date the selectee is on-board)
 - Internal: Now 55 days, down from 67 days
(Internal -Individuals currently or previously employed by the Federal government)
 - External: Now 94 days, down from 131 days
(External - Individuals never employed by the Federal government)
- Our HR Academy for Excellence training program selected as an HRSC Best Practice
- Simplified process for arranging customer-requested ADR/mediation events and developed 2-page "Scorecard" to help activities track their efforts to meet Affirmative Employment goals.

Our FY 04 Goals

- Continue to improve all processes in the areas of timeliness and quality, to include:
 - Further reduce end-to-end recruitment time including issue of first selection certificate
 - Increase the applicant pool of under-represented group applicants
 - Classify jobs in 10 working days or less
- Respond within 2 working days to requests for Reduction in Force or other restructuring support
- Increase number of Alternate Dispute Resolution events arranged to 40 and continue the certification process for 22 additional mediator trainees

Our Mission

Provide our customers with world-class Human Resource Services & Products

Our Vision

**We are recognized as the best in our business.
We are the provider of choice.**

Our Values

Service Excellence, Credibility, Teamwork, Innovation

Our Goal

“Delight the Customer”

What Customers Say About Us

“Ninety-six percent of managers surveyed were very satisfied – the highest level – with the timeliness of service and 100% were very satisfied with the quality of the product. The performance of the HRSC, NW staff ... is one more example of the professionalism and dedication to the customer that we have come to expect from the Human Resources Service Center, Northwest Region. We are pleased they are part of our team.”

- Peter F. Brown, Executive Director Naval Sea Systems Command

